

hp pavilion home pc

warranty and support guide

what's inside:

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Before contacting HP Customer Support Center, it's important to have the following information handy. Please take a moment to write down your product information for future reference.

Product Name: _____

Model #: _____

System or
Product #: _____

Serial #: _____

Purchase Date: _____

Operating
System: _____

Type &
Revision: _____



Where to Get Help

Follow these steps when you need help from HP:

- 1** Check the setup poster and the *User's Guide* for help with setting up and using your PC.
- 2** For faster help, be sure to register your HP Pavilion home PC by e-mail, on the Web at
<http://www.register.hp.com>
or by phone.
- 3** Use Help on your PC to get help with your hardware and software. Click **Start**, and then click **Help and Support**.
- 4** For help online, go to the HP Customer Care Center Web site at
<http://www.hp.com/cposupport/loc/regional.html>
- 5** If you think you have a hardware issue, before calling HP, run the PC Doctor diagnostic tool that is preinstalled on your PC. Click **Start**, select **All Programs**, select **PC Help & Tools**, then click **PC-Doctor**.
- 6** If you have not solved the problem, first, call your PC retailer or, second, call the HP Customer Care Center at **0870 010 4320** (U.K.) (8 p/mn).
Or
Call **1890 92 39 02** (Republic of Ireland).
For PCs bought from PC World, Currys, or Dixons, call **0870 901 3000**.
For out-of-warranty products, call **0906-470 0870** (60 p/mn).

HP Support Web site

<http://www.hp.com/cposupport/loc/regional.html>

HP Registration Web site

<http://register.hp.com>

Software Support

If you have questions about your software, contact or visit your software vendor Web site at the appropriate Web address below:

Arcsoft

<http://www.arcsoft.com>

InterVideo

510-651-0888

<http://www.intervideo.com/jsp/Support.jsp>

Pinnacle

<http://www.pinnaclesys.com>

Veritas

<http://www.veritas.com>

Are You Missing Components?

Check the contents of the PC box after you've purchased your PC. If any components are missing, you have 30 days to contact HP Support for replacement. After this period, you may be charged for these components.

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(Rev. 090502)

Hewlett-Packard Limited Warranty Statement

DURATION OF LIMITED WARRANTY: 1 year

HP warrants to you, the end-user customer, that HP hardware, accessories and supplies are free from defects in materials and workmanship. This warranty begins on the date of purchase, and continues for the period specified above.

HP warrants to you, the end-user customer, that the software will not fail to execute its programming instructions due to defects in material and workmanship when properly installed and used. HP does not warrant that software will operate in hardware and software combinations selected by you or meet requirements specified by you.

Where a network interface card (NIC) has been factory preinstalled by HP in the HP Pavilion, HP warrants that the correct drivers are installed, and that the HP Pavilion will recognise the NIC. However, HP's warranty does NOT cover connectivity issues which are NOT supported. HP products may contain remanufactured parts equivalent to new in performance, or may have been subject to incidental use.

If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace the affected products that prove to be defective. In case of defective software, HP will replace software media that does not execute its programming instructions due to such defect. Replacement parts or units will be either new or equivalent to new in performance.

If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price on a pro-rated basis upon prompt return of the product. Refunds within the first 3 months of ownership will be refunded at 100% of purchase price. Refunds within 3–6 months of ownership will be refunded at 85% of purchase price. Refunds within 6–9 months of ownership will be refunded at 55% of purchase price. Refunds within 9–12 months will be refunded at 35% of purchase price.

HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit, or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

HP does not warrant that the operation of the products will be uninterrupted or error-free. HP's warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by HP, (c) unauthorised modification or misuse, (d) operation outside of the published environmental specifications for the product, (e) improper site preparation, (f) unauthorised maintenance or repair, or (g) abuse, negligence, accident, loss or damage in transit.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE YOUR SOLE AND EXCLUSIVE REMEDIES, AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OF SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights, and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Customer Responsibilities

You may be required to run HP-supplied diagnostic programmes before a Hardware repair is scheduled, or a replacement part is dispatched. After the troubleshooting, if no Hardware defect is detected, the service will be charged at HP's standard rates.

You are responsible for the security of your own proprietary and confidential information, and for maintaining a procedure external to the products for reconstruction of lost or altered files, data or programmes.

You should back up all data on your system before calling the HP Customer Care Centre for repair. In case of pickup for HP Repair Centre, you must remove all added accessories and package the defective unit in the original box.

Obtaining Hardware Warranty Repair Service

For the duration of the hardware warranty, hardware repair service includes customer-replaceable parts and Carry-in services, as described below. To obtain hardware warranty service, you need to call one of the referrals at one of the telephone numbers listed earlier in this guide, or take your HP Pavilion to an authorised service provider. You must be prepared to supply proof of purchase.

Customer-replaceable Parts Service

If available in your area, some customer-replaceable parts may be serviced through expedited part shipment. HP will send you the relevant part along with written instructions on how to replace the defective component. If necessary, HP will provide you with telephone assistance. Defective parts and units must be returned to HP within 30 days. HP may ask for a credit card as collateral for the more expensive parts (such as monitors), and will charge you for the retail price of the part if the defective part or unit is not returned within 30 days.

Carry-In Services

Hardware service during the hardware warranty period can be obtained in returning your PC to a HP Pavilion PC authorised service provider.

Below are the names and addresses of the HP entities responsible for the performance of this HP Limited Warranty in your country/region:

United Kingdom

Hewlett-Packard Ltd.
Cain Road
Bracknell
GB—Berks RG12 1HN

Republic of Ireland

Hewlett-Packard Ireland Ltd.
30 Herbert Street
IRL—Dublin 2

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HP Support Offering

You can upgrade your standard factory warranty for an additional two years by purchasing an HP support contract. For more information, please visit our Web site at www.hp.com/uk/warranty-extension or call HP Support.

Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company

Manufacturer's Address: 10500 Ridgeview Ct.
Cupertino, CA 95015-4010
USA

FCC Title 47 CFR, Part 15 Class B²¹/ICES-003,
Issue 2
AS/NZS 3548:1995 + A1 + A2:1997/CISPR
22:1993
+ A1 + A2:1996 Class B¹¹

Telecom: TBR 21:1998, EG201 121:1998

declares that the product

Product Name: HP Pavilion Multimedia Personal Computer System

Model Number(s): 100 series, 300 series, 400 series, 500 series, 600 series, 700 series, a000 series, t000 series, and m000 series

Product Options: All

Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE marking accordingly.

- the R&TTE Directive 1999/5/EC
- 1) The Product was tested in a typical configuration with Hewlett-Packard Personal Computer and peripherals.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

conforms to the following Product Specifications:

Safety: IEC 60950:1991 + A1, A2, A3, A4
EN 60950:1992 + A1, A2, A3, A4, A11
IEC 60825-1:1993 + A1/E 60825-1:1994 + A11 Class 1 (Laser/LED)

EMC: CISPR 22:1997/EN 55022:1998 Class B¹¹
CISPR 24:1997/EN 55024:1998

IEC 61000-3-2:1995/EN61000-3-2:1995 + A14 — Harmonics
IEC 61000-3-3:1994/EN61000-3-3:1995 — Flicker

Hardware Quality Engineering Manager
Cupertino, CA, USA February, 2004

For Regulatory Compliance Information ONLY, contact:

European Contact: Hewlett-Packard GmbH. HQ-TRE
Herrenberger Straße 140
D-71034 Böblingen, Germany
(FAX: + 49-7031-14-3143)

Operating Specifications

Electrical ratings: 100–127 V_~/200–240 V_~,
4/2 A, 50/60 Hz

Operating temperature: 5° to 35° C

(On models with
DVD+RW/+R drives, the
operating temperature is
5° to 30° C.)

Storage temperature: –40° to 70° C

Operating humidity: 15 to 80% @ 26° C

Storage humidity: 90% @ 65° C
(non-condensing)

Operating altitude: 0–2286 m

Storage altitude: 0–4572 m



Batteries are delivered with this product. When empty, do not throw them away, but collect as small chemical waste.

Bij dit product zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als Klein Chemisch Afval (KCA).

Regulatory and Safety Information



WARNING: The HP Pavilion is heavy; be sure to use ergonomically correct lifting procedures when moving the computer.



WARNING: Please read the “Additional Safety Information” located later in this document before installing and connecting your system to the electrical power system.

ENERGY STAR Compliance

Hewlett-Packard Pavilion PCs and Monitors marked with the ENERGY STAR® logo on the packaging box qualify with the U.S. Environmental Protection Agency’s ENERGY STAR guidelines for energy efficiency.



Products with the ENERGY STAR label are designed to use less energy, help you save money on utility bills, and help protect the environment.

ENERGY STAR® is a registered trademark owned by the U.S. government.

EMI Statement (European Union Only)

This is a class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

European Telephone Network Declaration (European Union Only)

The product herewith complies with the requirements of the R&TTE Directive 1999/5/EC (Annex II) and carries the CE marking accordingly. However, due to differences between the individual PSTNs provided in different countries/regions, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

European Network Compatibility Declarations (European Union Only)

This equipment has been designed to work with analogue DTMF Networks (TBR-21 compliant).

This equipment may have internetworking difficulties in PSTN networks that only support Pulse Dialing. Please consult with your network operator for further assistance.

UK Compliance Information

This modem is approved by the Secretary of State at the Department of Trade and Industry for connection to a single exchange line of the public switch telephone network run by certain licensed public telecommunication operators or systems connected thereto. (Direct exchange lines only, not shared service or 1-1 carrier systems.)

This modem is also suitable for connection to Private Automatic Branch Exchanges (PABXs) which return secondary proceed indication.

If this modem is to be used with a PBX which returns secondary proceed indication, no more than two pauses of four seconds duration each should be inserted between the initial PSTN access digit and the number to be dialed. This is to avoid interference to the PTO network.

If this modem is to be used with a PBX which has extension wiring owned by BT, connection of the modem to the PBX can only be carried out by BT; or, by the authorised maintainer of the PBX unless the authorised maintainer has been given 14 days written notice that the connection is to be made by another person, and that period of notice has expired.

This modem is suitable for use only on telephone lines provided with Loop-Disconnect or Multi-Frequency Dialing facilities.

Users of this modem are advised that the approval is for connection to the PSTN via the telephone line interface supplied with it. Connection of a modem to the PSTN by any other means will invalidate the approval.

There is no guarantee of correct working in all circumstances. Any difficulties should be referred to your supplier.

Some network operators require that intended users of their network request permission to connect and for the installation of an appropriate socket.

Ringer Equivalence Number

The ringer equivalence number (REN) of this modem is 1. REN is a guide to the maximum number of apparatuses that can be simultaneously connected to one telephone line. The REN value of each apparatus is added together, and should not exceed 4. Unless otherwise marked, a telephone can be assumed to have a REN value of 1.

Approved Usage

This modem is approved only for the following:

- Storage of telephone numbers for retrieval by a predetermined code
- Detection of initial proceed indication
- Automatic calling/Automatic answering
- Tone detection
- Operation in the absence as a secondary proceed indication
- Loudspeaking facility

This modem is NOT suitable for use as an extension to a payphone.

This modem is not approved for connection to UK private speechband services.

This modem does not support the automatic redial function.

Any other usage will invalidate the approval of your modem, if, as a result, it then ceases to conform to the standards against which approval was granted.

The approval of this modem is INVALIDATED if the apparatus is subject to modification in any material way not authorised by the BABT or if it is used with or connected to external software that has not been formally accepted by BABT.

Storage of Numbers

It is advisable to check the telephone numbers stored in your modem immediately after programming.

In order to prevent the misdirection of class and network interference, please ensure that all manually programmed telephone numbers are correctly entered.

The number you enter to dial may optionally contain a PAUSE character (a comma) to allow this modem to operate with a PABX. Each comma gives a two-second delay.



WARNING: When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, socket, plug, or internal components.
- If this product was not provided with a telephone I cable, use only No. 26 AWG or larger telecommunication-cable in order to reduce the risk of fire.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.

SAVE THESE INSTRUCTIONS

Additional Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

AC Power Safety Warning



Proper Electrical Connection (Norway and Sweden only)

Advarsel: Apparatet må kun tilkoples jordat stikkontakt.

Varning! Apparatet skall anslutas till jordat uttag när den ansluts till ett nätverk.



WARNING: Install the computer near an AC outlet. The AC power cable is your HP Pavilion's main AC disconnecting device, and must be easily accessible at all times. For your safety, the power cable provided with your system has a grounded plug. Always use the power cable with a properly grounded wall socket, to avoid the risk of electrical shock.



WARNING: Your system is provided with a voltage select switch for use in a 115 or 230 [240 in UK] VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country/region where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC, and void any implied warranty.



WARNING: To reduce the possibility of an electric shock from the telephone network, plug your computer into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your computer from the AC power outlet.



WARNING: Always disconnect the modem cable from the telephone system before installing or removing your computer cover.



WARNING: Do not operate the computer with the cover removed.



WARNING: For your safety, always unplug the system from its power source and from any telecommunications systems (such as phone lines), networks or modems before performing any of the procedures described in this guide. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.

Lithium Battery Caution




WARNING: The PC uses a lithium battery, type CR2032. There is danger of an explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

Laser Safety Statement
Class 1 LED Product

The CD-ROM and DVD-ROM drives contain a laser system and are classified as a “Class 1 Laser Product” under a U.S. Department of Health and Human Services (DHHS) Radiation Performance standard according to the Radiation Control for Health and Safety Act of 1968.

Should the unit ever require maintenance, contact an authorised service location.



WARNING: Use of controls, adjustments, or performance procedures, other than those specified in the *User’s Guide*, may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD-ROM or DVD-ROM.

Laser Product Label

The following label or equivalent is located on the surface of HP laser products:



This label indicates that the product is classified as a CLASS 1 LASER PRODUCT. This label appears on a laser device installed in your product.

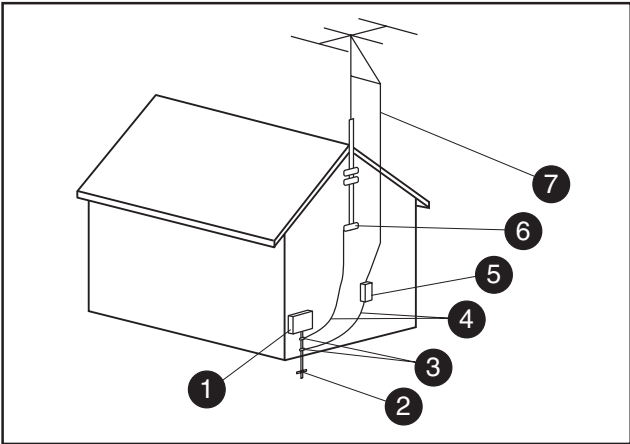
TV Antenna Connectors Protection

External Television Antenna Grounding

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is electrically grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper electrical grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

Lightning Protection

For added protection of any Hewlett-Packard product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug the product from the wall socket, and disconnect the antenna or cable system. This will prevent damage to the product from lightning and power line surges.




Antenna Grounding

Antenna Grounding

| Reference | Grounding Component |
|-----------|--|
| 1 | Electric Service Equipment |
| 2 | Power Service Grounding Electrode System (NEC Art 250, Part H) |
| 3 | Ground Clamps |
| 4 | Grounding Conductors (NEC Section 810-21) |
| 5 | Antenna Discharge Unit (NEC Section 810-20) |
| 6 | Ground Clamp |
| 7 | Antenna Lead in Wire |

Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits.



WARNING: When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them could be fatal.

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